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# *Assignment Questions*

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**Information:** The text pages that you are to study are provided at the beginning of the assignment questions.



# ASSIGNMENT 1

Textbook Assignment: *Navy Customer Service Manual*, chapters 1 through 4, pages 1-1 through 4-13.

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| 1-1. Naval personnel have the same customer service needs as civilian personnel.<br><br>1. True<br>2. False  | 1-6. Which of the following terms refers to a person who has a need for services?<br><br>1. A patient<br>2. A customer<br>3. A client<br>4. Each of the above  |
| 1-2. Navy members have the privilege of choosing which, if any, of the following details concerning their duty assignments?<br><br>1. Location<br>2. Occupation<br>3. Training<br>4. None of the above                         | 1-7. Which of the following physical locations is NOT an example of a "contact point"?<br><br>1. The legal services office<br>2. The ship's store<br>3. The radar room<br>4. The general storekeeping office |
| 1-3. What is the Navy's most valuable asset?<br><br>1. Fleets of ships<br>2. Shipyards/land stations<br>3. Fiscal appropriations<br>4. Capable people  | 1-8. At which of the following contact points would the customer be appropriately called the "client"?<br><br>1. Substance abuse office<br>2. Disbursing office<br>3. Sickbay<br>4. Personnel office         |
| 1-4. For the Navy to fulfil its mission, members must often sacrifice their freedom of<br><br>1. speech<br>2. choice<br>3. religion<br>4. expression   | 1-9. Members of which of the following ratings would be assigned to a contact point that provides indirect services?<br><br>1. HM<br>2. BM<br>3. YN<br>4. PC   |
| 1-5. Improvement of overall customer service depends on improvement in which of the following specific areas of customer service?<br><br>1. Timeliness<br>2. Human relations<br>3. Work organization<br>4. Knowledge of rating | 1-10. Which of the following terms indicates the ability to use one's training effectively?<br><br>1. Skill<br>2. Courtesy<br>3. Attitude<br>4. Cooperation  |